(iv) Increasing the office Maintenance Allowance from Rs. 25/- to Rs. 50/- per month.

(v) Paid leave of 10 days for every half-year without provision of carry forward.

(vi) Provision of Severance Amount of Rs. 30,000/- in case of retirement or death, if the period of continuous employment of GDS employees is minimum 20 years and Rs.20,000/- if a GDS has completed 15-20 years of continuous employment. On absorpiton to regular departmental post, the Severance Amount of Rs. 20,000/- is payable after 15 years of continuous employment.

Quality and satisfactory services to customers by mobile companies

†143. SHRIMATI PREMA CARIAPPA:
SHRI MOTILAL VORA:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are aware that private telecom companies are luring consumers in small and medium cities through various schemes but are totally unable to provide them services;

(b) if so, the steps are being taken by Government to ensure quality and satisfactory service to the consumers; and

(c) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) to (c) To provide satisfactory service to the consumers by the telecom service providers, Telecom Regulatory Authority of India (TRAI) has prescribed revised Quality of Service (QoS) benchmarks vide its Regulation issued on 8th July 2005. In many places, the Quality of Service has been reported to be below the Quality of Service (QoS) benchmarks prescribed by TRAI.

†Original notice of the question was received in Hindi.

TRAI monitors the performance of these operators against the QoS benchmarks notified in the Regulation through quarterly performance monitoring reports obtained from operators. TRAI had also decided to appoint an independent agency to these reports and also to undertake a customer satisfaction survey. The results of these audit and survey will be published for public knowledge. TRAI has also taken review meeting with the senior management of service providers for addressing deficiencies in achieving QoS benchmarks.

Promotion of Group 'A' Officers

†144. SHRI P.K. MAHESHWARI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) what are Government's view with regard to promotion policy of the Officers after the absorption of Group A' (ITS) Officers in BSNL and MTNL;

(b) the reasons for discontentment among the Officers with regard to option provided by Government absorption; and

(c) if any discontentment, the details and what significant efforts have been made to put an end to the same?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) to (c) On corporatisation of service providing functions of the Department of Telecommunications, omcers working in Department of Telecom Services (DTS) and Department of Telecom Operations (DTO) were transferred to Bharat Sanchar Nigam Limited (BSNL)/Mahanagar Telephone Nigam Limited (MTNL) on deemed deputation basis. These officers were required to be given option 'for absortion in BSNL/MTNL or revert back to the Government. Accordingly about 3,97,000 employees belonging to Group B, C and D gave their respective option, and their absorpiton process (Group B in MTNL and Group B, C and D in BSNL) was completed by 2003-04. The process of absorption of Group 'A' officers (numbering about 3000, including 2,200 ITS) commenced in March, 2005. In order to seek their option, letter dated 24.3.2005 was issued. Thereafter Government also issued a series of clarifications clarifying different issues that were

†Original notice of the question was received in Hindi.